



TERMS OF REFERENCE

CONSULTANT

Complaint, Feedback and Response Mechanism (CFRM) communication material

Project	Improve material for better communication with communities on Complaint Feedback and Response Mechanism (CFRM)
Duration	2 weeks by the end of January 2022
Place	Homebased, the consultant is expected to work at Myanmar time (UTC +6.30)
Reporting to	Monitoring, Evaluation, Accountability & Learning (MEAL) Head of Department (HoD) Monitoring, Evaluation, Accountability and Learning Manager
Payment Terms	As per the below detailed plan
Conditions	The consultancy fee is inclusive of professional, administrative, accommodation, computer equipment, internet, and personal insurance. No transportation fees either domestic or international are planned for this consultancy.

Introduction & Rational

Action Contre la Faim (ACF) has been working in Myanmar, Central and Northern Rakhine State since 1994 providing health, nutrition, food security and livelihoods, WASH, and Mental Health Care Practices support to vulnerable Rohingya minorities and host communities.

Since 2019, ACF established a Complaint, Feedback and Response Mechanism (CFRM) for communities in Myanmar and especially in Rakhine to be able to report their feedback and complaints about ACF's work to the organisation in a safe and accountable manner.

For the start of 2022, ACF would like to improve its communication to all communities about the availability and accessibility of this mechanism working on developing culturally relevant informative posters and illustration.

Objectives of the consultancy

ACF is looking for a consultant to support the development of one or several illustration to be shared to communities especially in Rakhine state to inform them about:

1. The meaning of the CFRM
2. The mechanism of management of complaints and feedback
3. Channels available to report complaints and feedback

After reviewing and analysing ACF CFRM guidelines, the consultant is expected to advice on the most important feature to represent and how to represent them for the best understanding of the communities in Rakhine. All provided document will be tested by ACF MEAL department through focus group discussion with communities leading to potential changes and will be validated by ACF MEAL department..

Final outputs /deliverables

The consultant is expected to provide ACF with one or several culturally relevant illustration for ACF CFRM. In addition to taking into account the culture and context, these illustration will need to consider logistic challenges and limitation (size, details, colour, number...).

Qualifications of the Consultant

The consultant for the assignment must be experienced, knowledgeable, and possess the following minimum requirements:

- Previous experience on similar consultancy particularly in Myanmar and especially in Rakhine.
- Deep understanding of Myanmar culture and context and especially Rakhine
- Demonstrated experience in graphic representation
- Understanding of humanitarian work and respect of humanitarian principle
- Excellent written and spoken in Myanmar language as well as local languages
- Excellent written and spoken in English
- Highly motivated, dependable and results oriented
- Able to work independently

Terms of payment

The payment for this consultancy will be done after successful completion of each deliverable as per below payment plan.

	Deliverable	Weightage of Payment
1	Orientation of the TOR and signing of the contract of the consultancy	20%

2	First illustrations	40%
3	Final illustration	40%

Management

The process will, at all times, remain cognisant of Action Contre la Faim's Programme Operation Policy and Action Contre la Faim's Staff Code of Conduct. The consultant will report to the MEAL HoD and MEAL Manager throughout the consultancy process. Furthermore, the existing line management structure of the evaluator will remain in place.

Logistic arrangements and conditions

- The consultant will be responsible for necessary equipment: Laptop, Internet, software, artistic material and computer accessories; to complete assignment, working through remotely
- Under the consultant agreements, a month is defined as 22 working days, fees are charged accordingly. Consultant are not paid for weekends.
- All the related cost to this work should be included as part of the consultancy fees and the cost will not be covered separately by ACF.
- Consultant are not entitled to pay overtime
- No contract may commence unless both ACF and the consultant sign the contract
- As per Action Contre La Faim's consultant policy, payment is made against approved deliverables.
- The candidate selected will be governed by and subject to Action Contre La Faim's Terms and Conditions for individual contract

Proposal submission

Qualified candidates are expected to send their applications to ACF in English including:

1. Curriculum vitae
2. Cover Letter
3. Technical proposal **including a detailed tentative planning of timeframe**
4. Financial proposal: please provide your daily consultancy fee with VAT included and currency should be USD or EURO
5. Example of previous work relevant to the assignment
6. References from organizations that have previously contracted the consultant (list of 4 reference)
7. Business Registration

To loghod@mm-actioncontrelafaim.org no later than January 2nd 2022 at 5:00pm (Myanmar time)